

LET'S THRIVE!

A HOME VISITING
WORKFORCE SYMPOSIUM



REFLECTIVE SUPERVISION MEETING WITH IECMHC SCRIPT

1

The Supervisor and Family Support Specialist are seated at a table. The Infant & Early Childhood Mental Health Consultant (Consultant) joins via video call.

Consultant (C):

"Good morning! I'm glad we could meet today. Let's start with you, [Family Support Specialist's Name]. I'd love to hear how your visit went, and we can reflect on the experience together. What stands out for you from the visit?"

Family Support Specialist (FSS):

"Good morning and thank you. So, during the visit, I worked with the family on strategies for managing tantrums with their 2-year-old, Marco. I feel like I offered some helpful suggestions, but I noticed that the mom, Maria, seemed a little overwhelmed at times. She was nodding, but I could tell she wasn't fully engaging in the conversation."

Supervisor (S):

"It sounds like you were observing Maria's reactions closely. Can you say a bit more about what you noticed that made you think she was overwhelmed?"

Family Support Specialist (FSS):

"Yeah, she was a little fidgety and kept checking her phone. She would look away when I was explaining things, and there were moments when I would pause, but it felt like she was avoiding eye contact. I wasn't sure if she was distracted by other things, or maybe I wasn't explaining things clearly enough."

Consultant (C):

"Maria's body language is an important observation. Sometimes, when parents seem disengaged or distracted, it might be helpful to reflect on how they might be feeling in that moment. Do you think Maria was just overwhelmed by the strategies, or could there be something else going on?"

LET'S THRIVE!

A HOME VISITING
WORKFORCE SYMPOSIUM



REFLECTIVE SUPERVISION MEETING WITH IECMHC SCRIPT

1

Family Support Specialist (FSS):

"I'm not sure. It's possible. When I brought up some strategies that could help with Marco's behavior, she did mention that she felt like nothing was working. She talked about how exhausted she was managing everything at home, and that maybe it was just too much to handle. That's when I noticed the disengagement."

Supervisor (S):

"It's clear that she's under a lot of stress. Her behavior might not be about the strategies themselves, but more about the emotional toll the situation is taking on her. How did you respond to that, [Family Support Specialist's Name]?"

Family Support Specialist (FSS):

"Well, I tried to reassure her, saying that it's normal to feel frustrated and that we could take small steps together. I also acknowledged her feelings of exhaustion. But I'm not sure if I said the right things to make her feel more supported."

Consultant (C):

"It sounds like you did a good job of validating Maria's feelings. Validation is so important, especially when parents feel overwhelmed. When you acknowledged her exhaustion, you gave her space to be seen in her experience. It might be helpful to ask more open-ended questions that invite her to share what feels the hardest for her, though. For example, asking, 'What feels the most difficult about the day-to-day with Marco?' could provide more insight into her emotional state."

Family Support Specialist (FSS):

"That makes sense. I think I was so focused on the strategies that I might not have given her enough room to really share what was on her mind."

LET'S THRIVE!

A HOME VISITING
WORKFORCE SYMPOSIUM



REFLECTIVE SUPERVISION MEETING WITH IECMHC SCRIPT

1

Supervisor (S):

"Sometimes, we can get so focused on offering solutions that we miss the chance to listen deeply to the parent's emotional experience. This could also be a chance to explore what kind of support Maria feels she needs. Perhaps there's something outside of the strategies that would make her feel more empowered or less alone in managing her stress."

Consultant (C):

"Exactly. You can gently suggest that the strategies aren't the only part of the support you can provide. Sometimes it's about helping the parent navigate their feelings and challenges before diving into concrete steps. Have you noticed any particular patterns in the family's situation that could be contributing to Maria's stress?"

Family Support Specialist (FSS):

"Yes, actually. Maria mentioned that she's caring for an elderly relative as well as managing everything at home. So, I think there's a lot on her plate, and Marco's tantrums might be the tipping point for her right now."

Supervisor (S):

"It sounds like there's a lot of layered stress for Maria. I imagine it could be difficult to find space for herself, which might make it harder to fully absorb parenting strategies. Reflecting on that could help deepen the conversation."

Consultant (C):

"Exactly. It might be useful to not only validate her experience but also provide referrals or suggestions for additional resources. Whether it's respite care, parenting groups, or mental health support, there could be opportunities to address the stress from multiple angles. Also, you could ask Maria what support she thinks would be most helpful in this moment."

LET'S THRIVE!

A HOME VISITING
WORKFORCE SYMPOSIUM



REFLECTIVE SUPERVISION MEETING WITH IECMHC SCRIPT

1

Family Support Specialist (FSS):

"That's a great point. I hadn't thought about bringing up referrals like that during the visit. I think I was so focused on providing solutions for Marco that I didn't consider the broader picture."

Supervisor (S):

"It's easy to get caught in the cycle of problem-solving. But sometimes, just acknowledging that the challenges are bigger than what we can fix in a single visit makes a big difference. It builds trust and opens up a more holistic conversation."

Consultant (C):

"Absolutely. It's about building the relationship and creating space for the parent to feel heard. The strategies will still be there when Maria is ready to engage with them, but right now, creating that supportive environment for her is key. You're doing important work by offering that space."

Family Support Specialist (FSS):

"Thank you both for these insights. I feel more confident about how to approach the next visit. I'll make sure to ask more open-ended questions and really listen to what Maria might need beyond just strategies for Marco."

Supervisor (S):

"I think that will make a huge difference, [Family Support Specialist's Name]. And remember, we're here to support you as well. You don't have to have all the answers right away. Sometimes, just being present with the family is the most valuable thing you can do."

Consultant (C):

"Exactly. Keep up the great work, and don't hesitate to reach out if you need any further support or guidance. We're all in this together."

LET'S THRIVE!

A HOME VISITING
WORKFORCE SYMPOSIUM



REFLECTIVE SUPERVISION MEETING WITH IECMHC SCRIPT

1

Reflective Practice that Focuses on HV's Experience

Consultant (C):

"Good morning! I'm glad we could meet today. Let's start with you, [Family Support Specialist's Name]. I'd love to hear how your visit went, and we can reflect on the experience together. What stands out for you from the visit?"

Family Support Specialist (FSS):

"Good morning and thank you. So, during the visit, I worked with the family on strategies for managing tantrums with their 2-year-old, Marco. I feel like I offered some helpful suggestions, but I noticed that the mom, Maria, seemed a little overwhelmed at times. She was nodding, but I could tell she wasn't fully engaging in the conversation."

Supervisor (S):

*Ask a question that focuses on how it felt for the HV to have the mom be not fully engaged in the visit.

Consultant and Supervisor:

Ask questions that:

- Find more information that clarifies the HV's response
- Help the HV to see their reaction and how to manage that
- Address any concerns the HV might have

Family Support Specialist (FSS):

Avoid responses such as "it was fine" or "it didn't bother me."

Reflection Questions

- What was it like to focus on the FSS's experience versus Maria's experience?
 - If you experienced uncomfortable feelings, how did that influence the questions you asked or the responses you gave?
 - How much time did you spend focused on feelings? Thoughts? Responses?
 - Was there a time you could connect how the Family Support Specialist felt to how Maria felt in a parallel process?
-